

**2003 HUMAN RIGHTS COMMISSION  
CUSTOMER SATISFACTION SURVEY ANALYSIS**

**Surveys Mailed:** 700

**Surveys Returned:** 82

**Overall Average:** 2.85

**SCALE**      **Very Good = 4**      **Good = 3**      **Satisfactory = 2**      **Unsatisfactory = 1**

---

**COMPLAINANT RESPONSES**

Number of surveys returned - 45

<b>QUESTIONS</b>	<b>AVERAGE</b>
1. Please rate the <b>OVERALL QUALITY</b> of the Human Rights Commission's Service.	1.92
2. How <b>TIMELY</b> are our <b>RESPONSES</b> to your contact(s)?	1.97
3. How would you rate the <b>CLARITY</b> of the information you received from us?	2.18
4. How would you rate the <b>COURTEOUSNESS OF OUR SERVICE?</b>	2.31
<b>OVERALL AVERAGE</b>	<b>2.10</b>

**2003 HUMAN RIGHTS COMMISSION  
CUSTOMER SATISFACTION SURVEY ANALYSIS**

**RESPONDENT RESPONSES**

Number of surveys returned - 12

<b>QUESTIONS</b>	<b>AVERAGE</b>
1. Please rate the <b>OVERALL QUALITY</b> of the Human Rights Commission's Service.	2.92
2. How <b>TIMELY</b> are our <b>RESPONSES</b> to your contact(s)?	2.67
3. How would you rate the <b>CLARITY</b> of the information you received from us?	3.33
4. How would you rate the <b>COURTEOUSNESS OF OUR SERVICE?</b>	3.33
<b>OVERALL AVERAGE</b>	<b>3.06</b>

2003 SURVEY ANALYSIS  
Respondent Attorney Responses

**2003 HUMAN RIGHTS COMMISSION  
CUSTOMER SATISFACTION SURVEY ANALYSIS**

**RESPONDENT CONTACT RESPONSES**

Number of surveys returned - 9

<b>QUESTIONS</b>	<b>AVERAGE</b>
1. Please rate the <b>OVERALL QUALITY</b> of the Human Rights Commission's Service.	2.89
2. How <b>TIMELY</b> are our <b>RESPONSES</b> to your contact(s)?	2.67
3. How would you rate the <b>CLARITY</b> of the information you received from us?	2.89
4. How would you rate the <b>COURTEOUSNESS OF OUR SERVICE</b> ?	2.78
<b>OVERALL AVERAGE</b>	<b>2.81</b>

**2003 HUMAN RIGHTS COMMISSION  
CUSTOMER SATISFACTION SURVEY ANALYSIS**

**RESPONDENT ATTORNEY RESPONSES**

Number of surveys returned - 13

<b>QUESTIONS</b>	<b>AVERAGE</b>
1. Please rate the <b>OVERALL QUALITY</b> of the Human Rights Commission's Service.	2.77
2. How <b>TIMELY</b> are our <b>RESPONSES</b> to your contact(s)?	2.69
3. How would you rate the <b>CLARITY</b> of the information you received from us?	2.85
4. How would you rate the <b>COURTEOUSNESS OF OUR SERVICE</b> ?	3.23
<b>OVERALL AVERAGE</b>	<b>2.88</b>

**2003 HUMAN RIGHTS COMMISSION  
CUSTOMER SATISFACTION SURVEY ANALYSIS**

**UNKNOWN RESPONSES**

Number of surveys returned - 3

<b>QUESTIONS</b>	<b>AVERAGE</b>
1. Please rate the <b>OVERALL QUALITY</b> of the Human Rights Commission's Service.	3.33
2. How <b>TIMELY</b> are our <b>RESPONSES</b> to your contact(s)?	3.33
3. How would you rate the <b>CLARITY</b> of the information you received from us?	3.33
4. How would you rate the <b>COURTEOUSNESS OF OUR SERVICE</b> ?	3.33
<b>OVERALL AVERAGE</b>	<b>3.33</b>